Multi-factor Authentication Setup for Citrix Users

Overview

This document contains three parts:
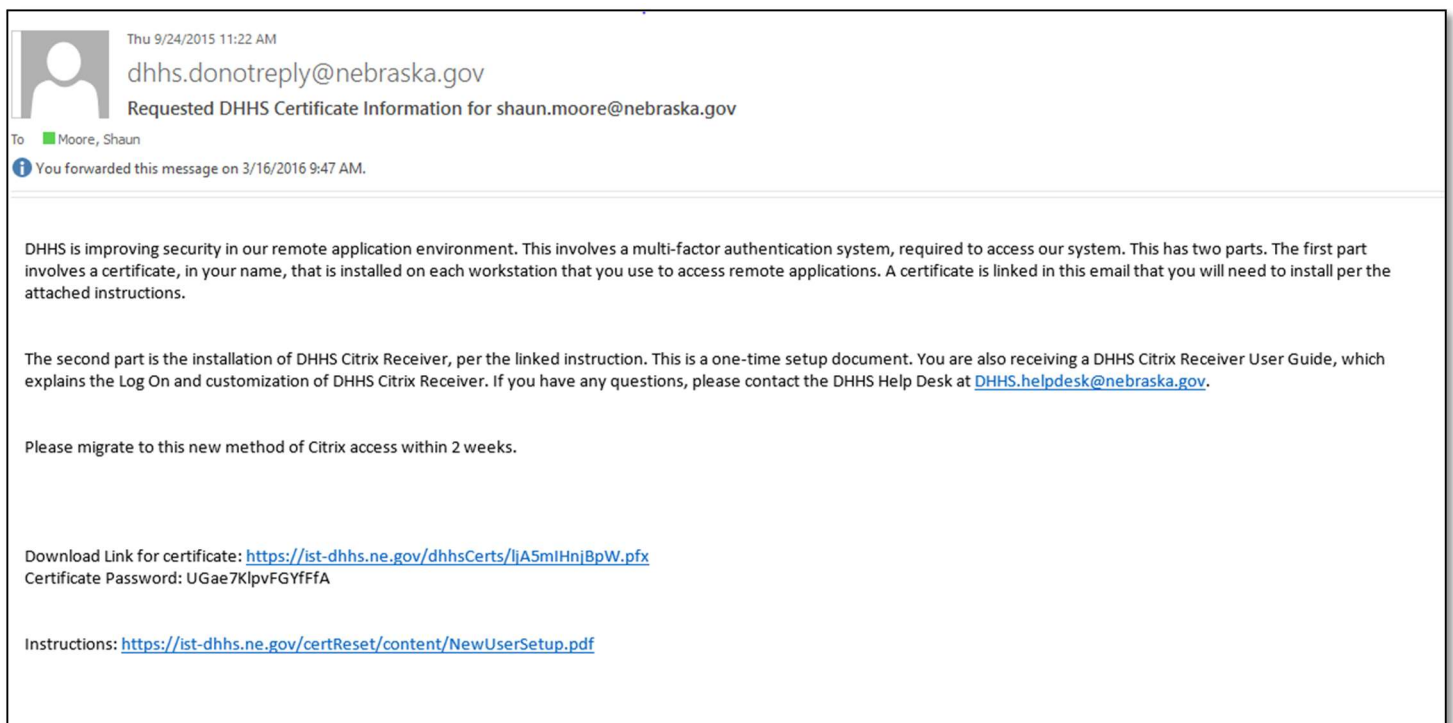
Part 1: Installing DHHS User Certificate

To minimize security risks, multi-factor authentication is required to successfully log on to Citrix Receiver. This type of authentication requires a certificate (installed one time per computer, per user).

The certificate must be downloaded and installed locally. If you access the email (see step 1) through Citrix and have an **@nebraska.gov** email address, close the email. Then, open a new web browser on your local computer, go to **mail.nebraska.gov** to access your email, and then download and install the certificate using the steps below.
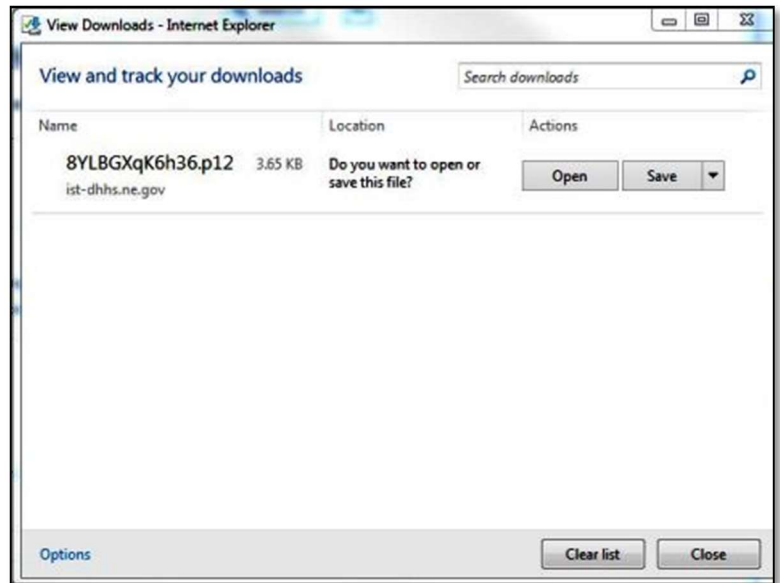
1. Open the email you received from *dhhs.donotreply@nebraska.gov (or dhhs.helpdesk@nebraska.gov)* with the Subject: **Requested DHHS Certificate Information for ...** and click the download link for the certificate.

Thu 9/24/2015 11:22 AM

dhhs.donotreply@nebraska.gov

Requested DHHS Certificate Information for shaun.moore@nebraska.gov

To   Moore, Shaun

ⓘ You forwarded this message on 3/16/2016 9:47 AM.

DHHS is improving security in our remote application environment. This involves a multi-factor authentication system, required to access our system. This has two parts. The first part involves a certificate, in your name, that is installed on each workstation that you use to access remote applications. A certificate is linked in this email that you will need to install per the attached instructions.

The second part is the installation of DHHS Citrix Receiver, per the linked instruction. This is a one-time setup document. You are also receiving a DHHS Citrix Receiver User Guide, which explains the Log On and customization of DHHS Citrix Receiver. If you have any questions, please contact the DHHS Help Desk at DHHS.helpdesk@nebraska.gov.

Please migrate to this new method of Citrix access within 2 weeks.

Download Link for certificate: https://ist-dhhs.ne.gov/dhhsCerts/ljA5mIHnjBpW.pfx
Certificate Password: UGae7KlpvFGYfFfA

Instructions: https://ist-dhhs.ne.gov/certReset/content/NewUserSetup.pdf

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2. The **View Downloads** dialog box appears. Click **Open**.

3. The **Certificate Import Wizard** dialog box appears. Click **Next**.

4. The wizard continues. Click **Next** to accept the default file name for the file to import.
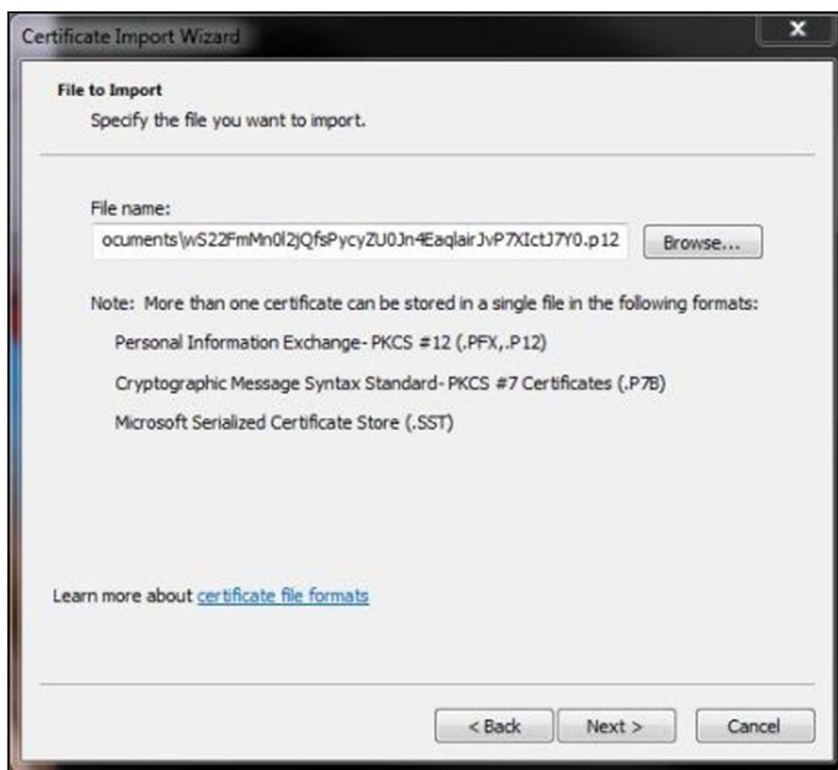
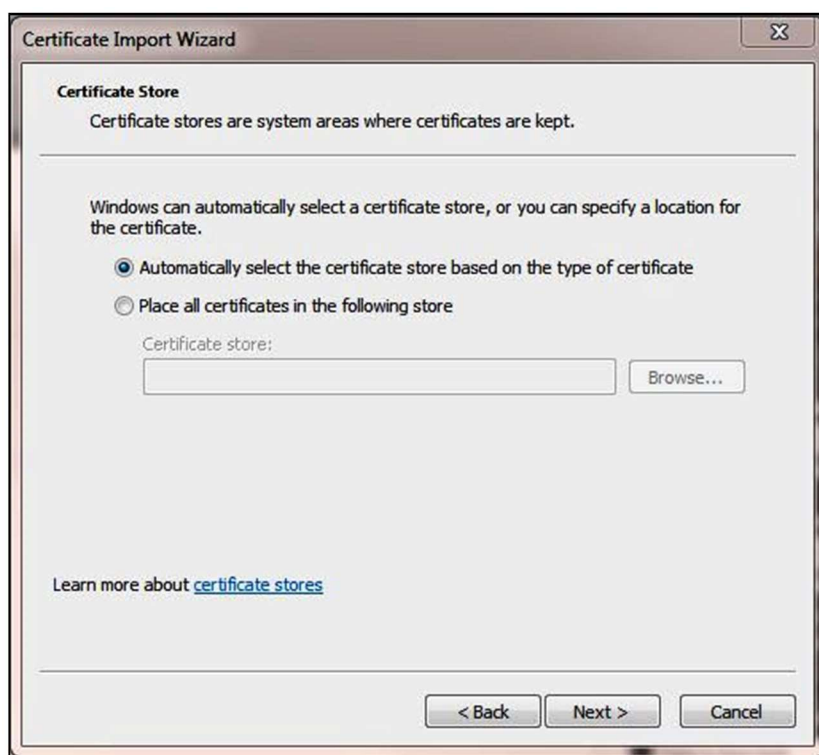5. Return to the email. Copy the password for the certificate and paste it into the **Password** field. Click **Next**.

6. Certificate store information is requested. Click **Next** to accept the default selection of **Automatically select the certificate store based on the type of certificate**.

7. Certificate settings display. Click **Finish**.

8. A **Security Warning** dialog box may appear - asking if you want to install a root certificate. If this appears, click **Yes** to install the certificate.

Security Warning

⚠ You are about to install a certificate from a certification authority (CA) claiming to represent:

DHHS-Local-WG-Root-CA

Windows cannot validate that the certificate is actually from "DHHS-Local-WG-Root-CA". You should confirm its origin by contacting "DHHS-Local-WG-Root-CA". The following number will assist you in this process:

Thumbprint (sha1): F071AD84 89DD4825 92347B9B 0B6E0DAC 393B9697

Warning:
If you install this root certificate, Windows will automatically trust any certificate issued by this CA. Installing a certificate with an unconfirmed thumbprint is a security risk. If you click "Yes" you acknowledge this risk.

Do you want to install this certificate?

[Yes]   [No]

9. The certificate import is complete. Click **OK**.

Certificate Import Wizard

ℹ The import was successful.

[OK]

This completes the installation of the certificate.

Part 2: Logging on to DHHS Citrix Receiver

1. Navigate to this URL in your browser: https://remotegw2-dhhs.ne.gov

2. After navigating to the URL, a **Windows Security** dialog box may appear. If so, select the certificate with your name and then click **OK**.
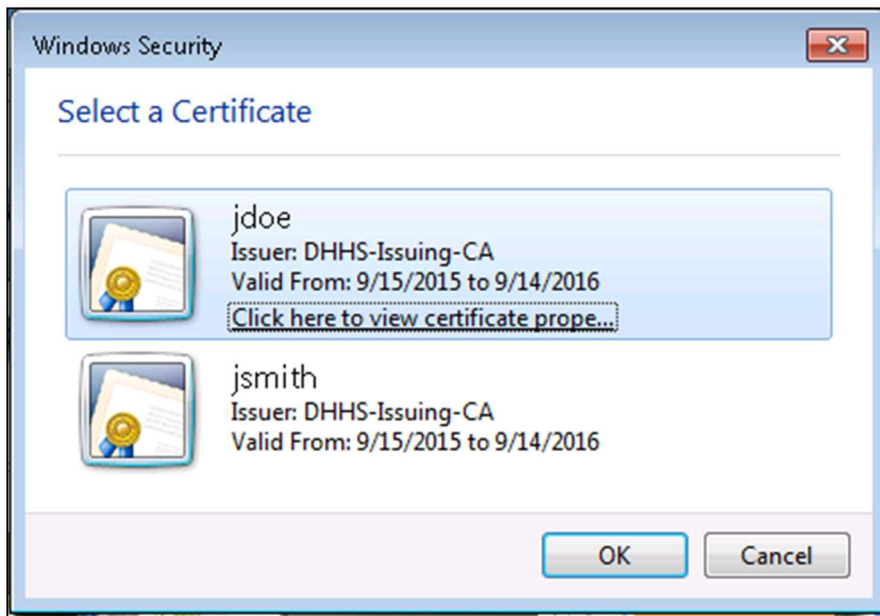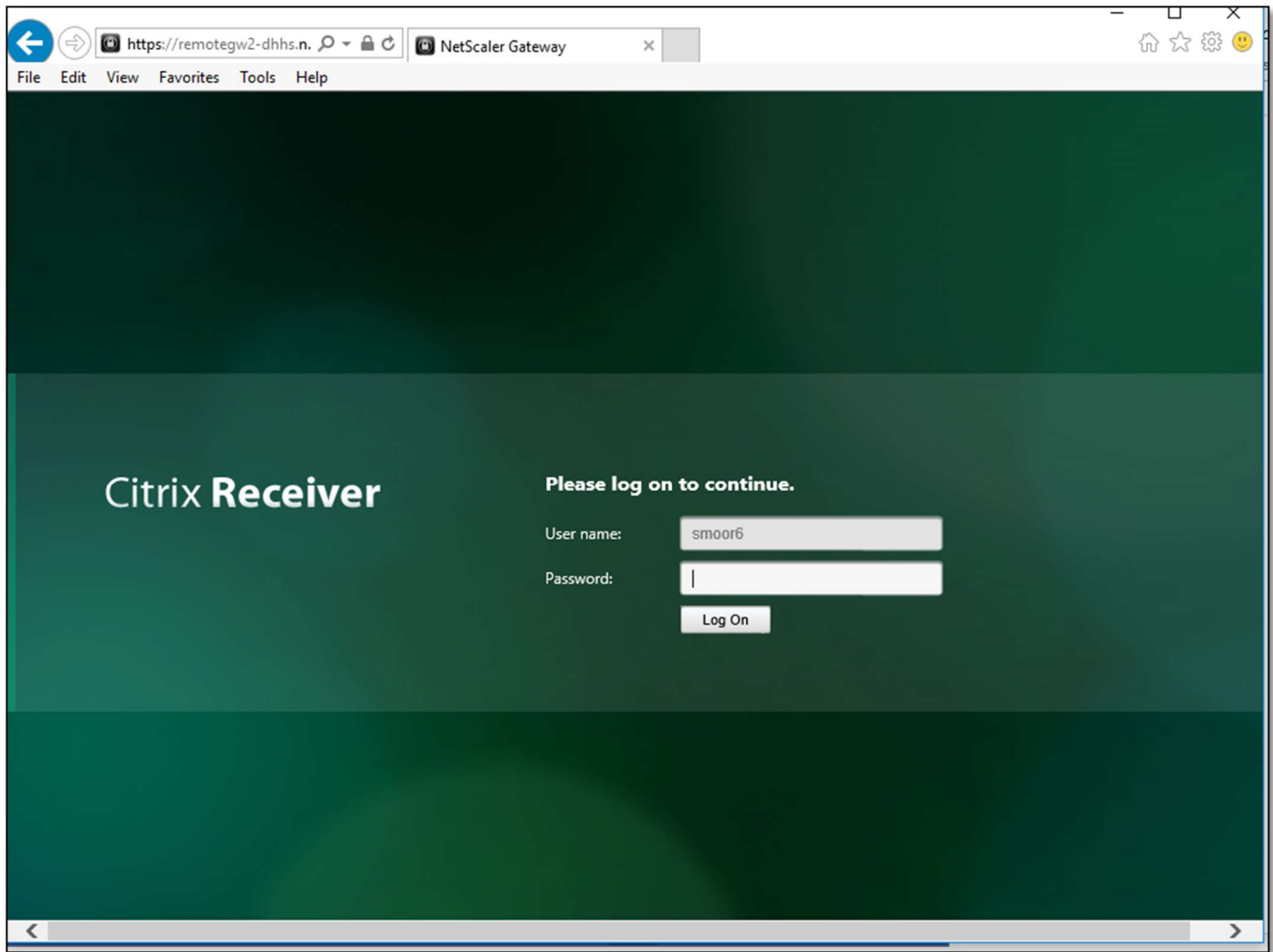
3. The DHHS Citrix Receiver Logon screen displays.

   Note the User Name text box is populated by your certificate - you only need to enter your password.
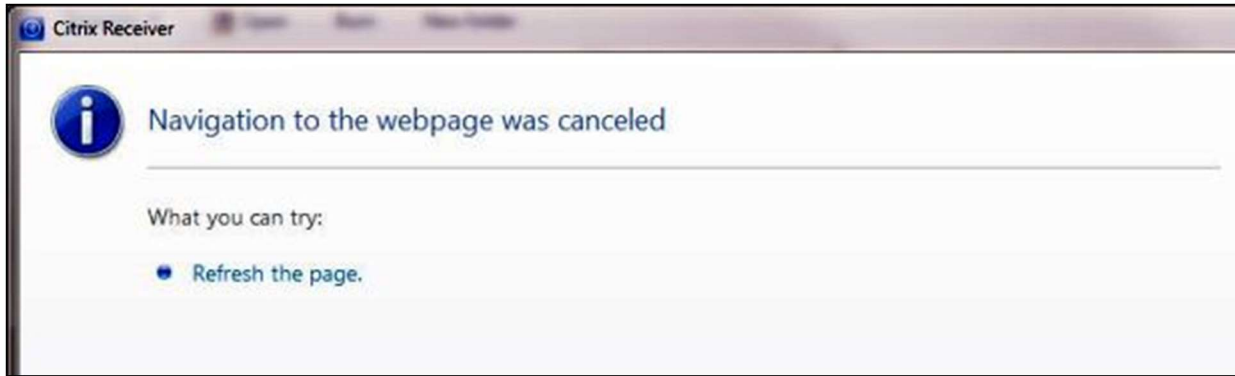
If attempting to log in to DHHS Citrix Receiver with no certificate installed, or the certificate is expired or invalid, this screen appears.

After a successful logon, the Citrix Receiver desktop displays.

Part 3: Adding Applications

1. The Citrix Receiver desktop displays text of "ADD YOUR FAVORITE APPS" pointing to the left edge. Click the Add Apps icon (+) it is pointing to.
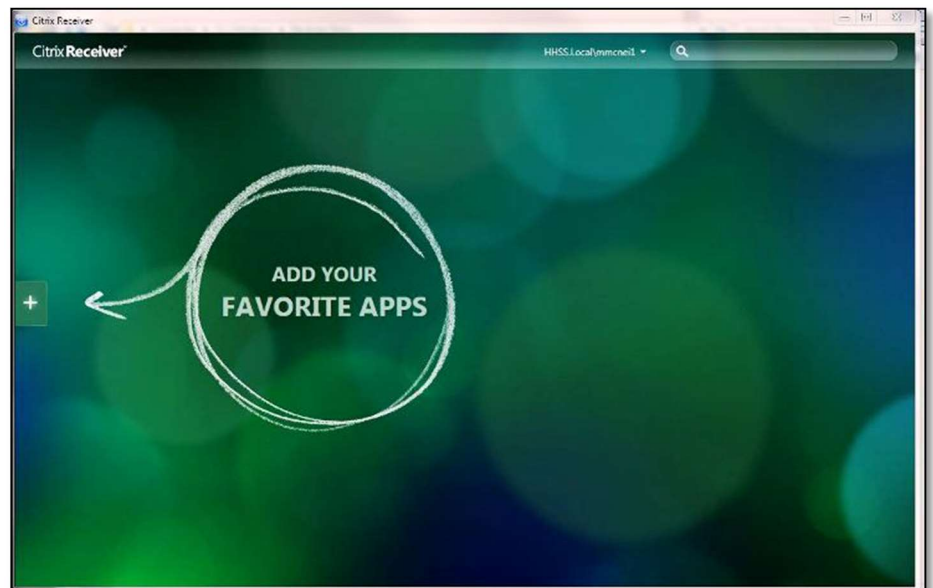
2. Click **All Apps**. A list of available applications appears.
   Note Availability is based on the Citrix Groups you are a member of.

3. Select the applications you want to see displayed as icons whenever you log on to Citrix Receiver.
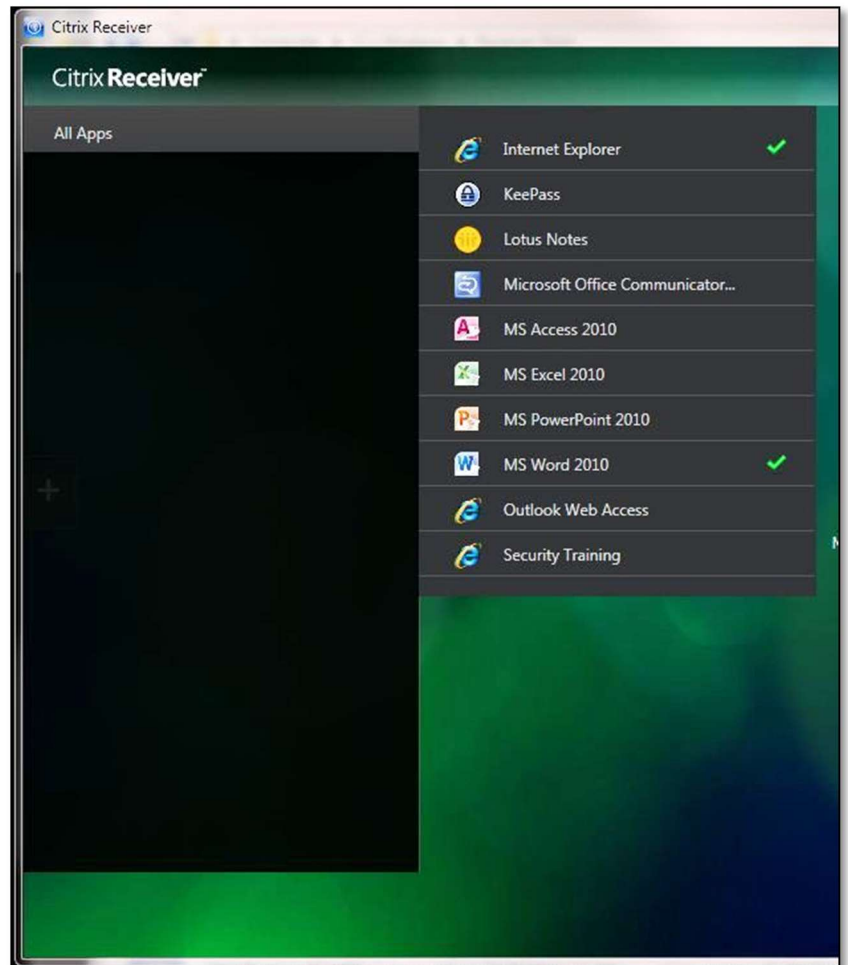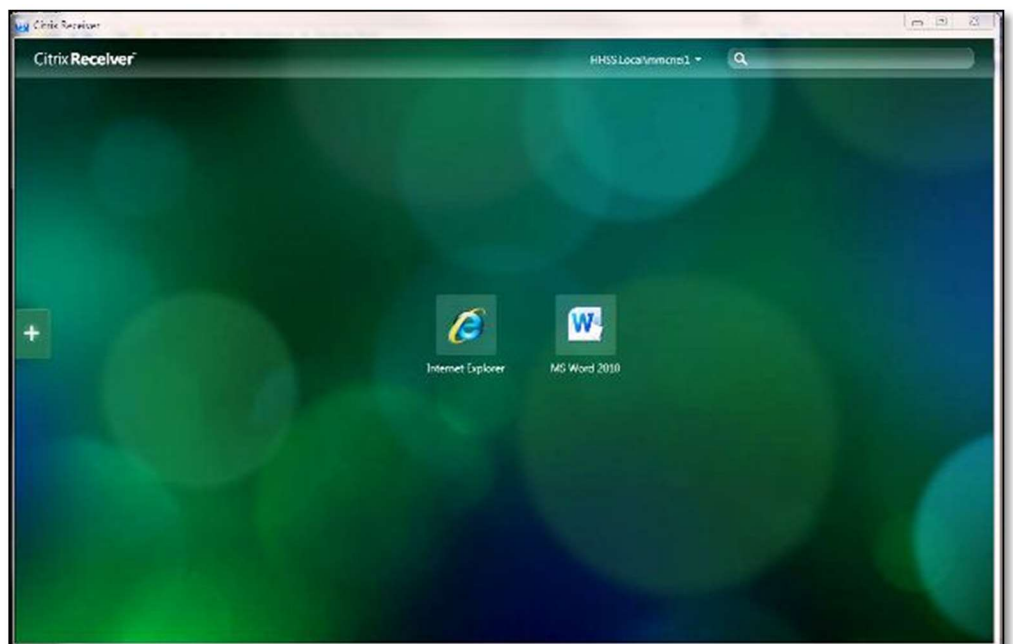
4. Click an empty area of the desktop. The All Apps list collapses (is hidden) within the Add Apps icon (+).

   The applications just selected now display as icons.

   To add an app to this area, click the Add Apps icon (+) and repeat steps 3 and 4. To remove an app, right-click its icon and click **Remove**.

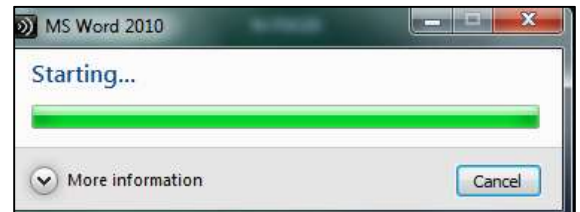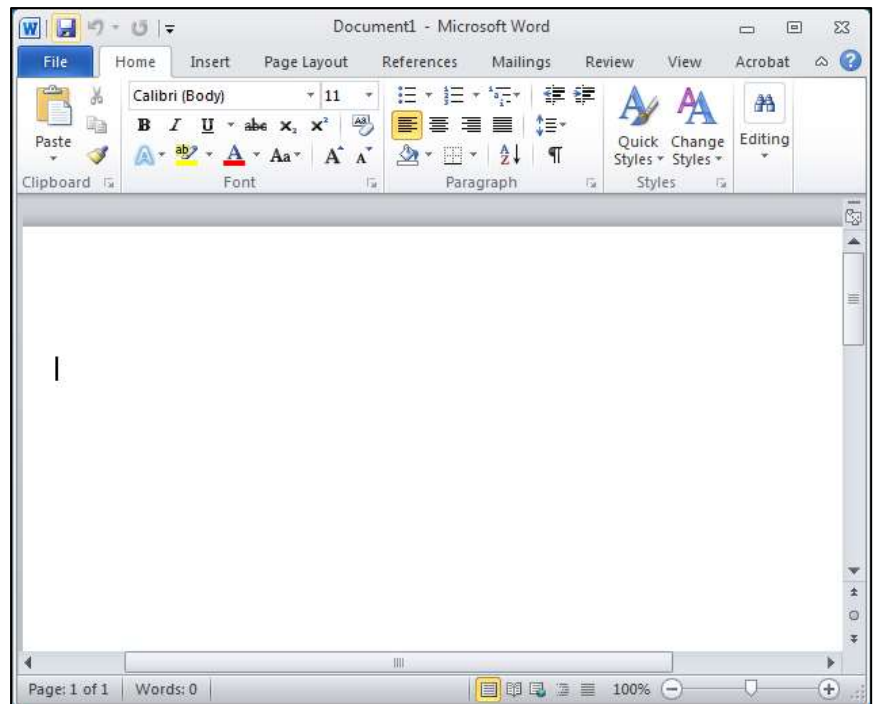5. Click an application icon to launch it.

6. The DHHS Legal Notice appears. Click **OK**.

A dialog box appears, indicating the application is loading.

The application opens.

Note For security purposes, a Citrix app will time-out after being inactive more than 15 minutes. However, any unsaved work is not lost because the session is still open. To return to the session, simply refresh the Citrix logon screen or re-launch the application.